

## WHAT IS BLENDED LEARNING

Blended learning comprises of any learning intervention which is done on mobile, computer and hand-held gadgets. DigiAssist is an assistive tool that aids in learning through digitally presented activities hosted on our site. The blended approach does not replace contact sessions but reduces them to a minimum of one contact session per Cluster. Benefits include the opportunity to explore and experience training in a distance learning environments, reduced classroom time and independently taking charge of your own educational experience.



## LEARNER REQUIREMENTS

- Access to a Computer at Work and Home
  - Internet access without Limitations
  - Committed to Self Study
- Computer Literacy at NQF Level 2:
  - Ability to use browser,
- Ability to Convert and Upload attachments,
- Ability to understand basic radio button functionality,
- Ability to use media player.

# NATIONAL CERTIFICATE LABOUR RELATIONS PRACTICE

NQF



**5**

SAQA



**93993  
LP:48641**

**CONTACT  
DAYS**



**4**

**DURATION**



**12 MONTHS**

**CREDITS**



**121**

SETA



**SERVICES SETA**

## PURPOSE

This Qualification is the second step in a learning pathway that underpins a career in the Labour Relations arena. A large number of the competencies developed in the Qualification are rooted in actual workplace practice and should lead to greater productivity resulting from the improved performance by the learner, due to the integration of the knowledge mastered with workplace practice.

## ENTRY CRITERIA

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

## MARKET INFORMATION

- **Target Market:** HR officers, Case Management Officers - Bargaining Councils, Department of Labour Advice officers, Labour brokers, Union officials, particularly organisers, CCMA case management officials, Public and/or private agents providing labour law advice, IR administrators, Dispute Resolution Call Centre Agents

## SKILLS OUTCOMES

- Communicate effectively in the workplace with internal and external clients.
- Screen and refer cases.
- Operate the case management process and manage the flow of information.
- Apply knowledge of applicable Labour legislation to real or simulated cases.
- Apply the Rules of the Commission for Conciliation, Mediation and Arbitration.
- Understand the regulations of the Labour Relations Act relating to Collective Agreements and Bargaining Councils.
- Analyse referred disputes and select appropriate resolution process.
- Apply knowledge of the Compensation for Occupational Injury and Disease Act of 1993 (COIDA).
- Demonstrate an understanding of the transformative elements of the Human Resource Development Legislation.
- Conduct a pre-conciliation by telephone.

For more information about DigiAssist and how it can benefit your organisation, contact Training Force

## UNIT STANDARDS

### Cluster 1: Communication Strategies

| Outcome     | SAQA ID | Name of Unit Standard                                                         | Credits |
|-------------|---------|-------------------------------------------------------------------------------|---------|
| Fundamental | 12153   | Use the writing process to compose texts required in the business environment | 5       |
| Fundamental | 8662    | Analyse and communicate workplace data                                        | 5       |
| Fundamental | 8647    | Apply workplace communication skills                                          | 10      |
| Elective    | 10053   | Manage customer requirements and needs and implement action plans             | 8       |
| Elective    | 10054   | Identify and manage areas of customer service impact                          | 6       |

### Cluster 2: Labour Relations Law

| Outcome | SAQA ID | Name of Unit Standard                                                                                                            | Credits |
|---------|---------|----------------------------------------------------------------------------------------------------------------------------------|---------|
| Core    | 114274  | Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997).                               | 8       |
| Core    | 114278  | Demonstrate and apply an understanding of the Labour Relations Act                                                               | 12      |
| Core    | 10377   | Demonstrate knowledge and insight into the Compensation for Occupational Injury and Disease Act 130 of 1993 (COIDA).             | 2       |
| Core    | 114273  | Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils | 6       |
| Core    | 114307  | Interpret and apply collective agreements                                                                                        | 6       |

### Cluster 3: Case Management

| Outcome | SAQA ID | Name of Unit Standard                                                                                  | Credits |
|---------|---------|--------------------------------------------------------------------------------------------------------|---------|
| Core    | 114225  | Screen and allocate referrals                                                                          | 6       |
| Core    | 114229  | Conduct a pre-conciliation by telephone in terms of the CCMA rules.                                    | 8       |
| Core    | 114230  | Operate the case management process                                                                    | 10      |
| Core    | 114272  | Analyse complaints and reports relating to referred disputes and select appropriate resolution process | 10      |
| Core    | 114224  | Demonstrate and apply an understanding of the CCMA rules                                               | 3       |
| Core    | 114228  | Demonstrate and apply an understanding of bargaining council rules                                     | 3       |

### Cluster 4: Human Resource Management Practice

| Outcome | SAQA ID | Name of Unit Standard                                                               | Credits |
|---------|---------|-------------------------------------------------------------------------------------|---------|
| Core    | 15266   | Implement systems to meet the flow of information in a team, department or division | 3       |
| Core    | 114226  | Interpret and manage conflicts within the workplace                                 | 8       |
| Core    | 8648    | Demonstrate an understanding of professional values and ethics                      | 4       |

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## ? WHAT IS BLENDED LEARNING

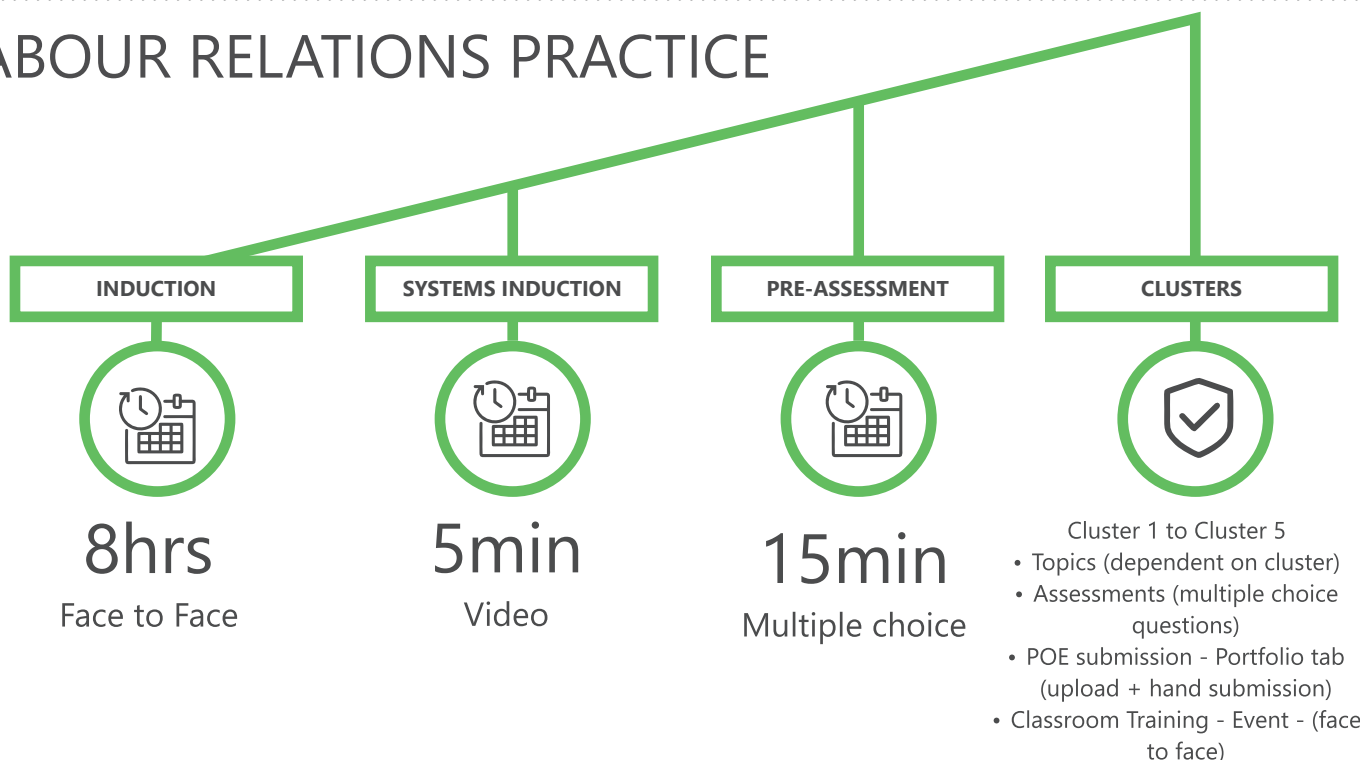
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## LABOUR RELATIONS PRACTICE



Complete Duration of online instructional

 4 hours 47 mins

Complete Duration of face to face time

 32 hours



Complete Duration of Program

550 hours 42 mins